

OPERATING POLICIES AND PROCEDURES

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| CATEGORY: VEHICLE RESERVATIONS | DATE ISSUED: 1-01-94 REVISED:12-10-08 | EFFECTIVE DATE 12-10-08 | POLICY NO: VR-1 |
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Making a Reservation

Eligible State employee or agency authorized drivers may reserve a Fleet Services vehicle in one of the following ways:

1. Fax (302) 739-5450
2. Outlook address: fleetreservation@state.de.us
3. Internet: <http://gss.omb.delaware.gov/>
4. Telephone (302) 739-CARS (2277)

To encourage fax, e-mail, and Internet reservations, Fleet Services offers a discount of 20% off the daily or short-term rental rate if a reservation is made by any of these means. Phone requests do not receive a discount.

When reserving a Fleet Services vehicle, the following information is needed:

- Driver name, phone number, and fax number,
- Driver's license number,
- Any change from the authorized driver's assigned pick up site (if applicable),
- Type of vehicle preferred (sedan, truck, mini-van, etc.),
- Number of people traveling in the vehicle,
- Date and time the authorized driver will pick up the vehicle,
- Destination of the trip (SLC Building Code Required if applicable*)
- Return date and time,
- Change from the normal agency billing code (if applicable),
- State e-mail address

*Provide SLC Mailing Code to the state building visited.

Reservations must be made at least two-and-one-half business hours in advance. Reservations made less than two-and-one-half business hours prior to the vehicle pick up time will be considered late and will not be allowed the 20% discount.

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Any special requests (car phones, two-way radios, special lights, etc.) should be made to the authorized driver's Department/Agency. That Department/Agency shall control disbursement of such equipment.

If a Non-State Owned tagged vehicle is required, please refer to the Vehicle Registration/Identification section of this manual. ([Policy VO-16](#))

Confirming a Reservation

Fleet Services will normally confirm all reservations within two (2) business hours, by e-mail, after receipt of reservation during business hours of 7:30 a.m. to 5:00 p.m. Monday thru Friday, excluding holidays. With security and identity theft a growing concern, Fleet will not manually fax or scan any reservation confirmations directly to individuals.

Reservation confirmations will indicate the vehicle pick-up site and the location where the authorized driver can acquire vehicle keys (see [Pick-Up Site Hours/Locations of Motor Pools](#)).

Late Reservations

Reservations made less than two-and-one-half (2.5) business hours prior to the vehicle pick-up time will be considered late. Late reservations are taken on a first-come, first-served basis. Fleet Services cannot guarantee a vehicle if it is reserved late, although every effort will be made to meet the authorized driver's' transportation needs.

Late reservations are not eligible for the 20% discount.

Emergency Reservations

Emergency vehicle requests can be made by phone less than 2.5 business hours in advance. Fleet Services will guarantee the authorized driver a vehicle in emergency situations.

Emergency reservations must be consistent with the authorized driver's Department/Agency emergency vehicle policy and will be documented in Fleet Services files. Copies are available from your department/agency. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers.

Emergency reservations will be confirmed at the time of the request.

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Canceling a Reservation

Cancellations can be made by fax, e-mail, or phone without penalty when Fleet Services is notified at least 2.5 business hours prior to the scheduled pick-up time.

Cancellations made less than 2.5 business hours prior to the scheduled pick-up time will result in a penalty charge assessed to the driver's agency. (See [Fleet Services Rental Rates \(Policy VR-4\)](#)).

No-Show Reservations

A reservation will be declared a No-Show if a vehicle is not picked up within one hour after the scheduled pick-up time.

Fleet Services will not guarantee a vehicle for authorized drivers who arrive one hour after their scheduled pick-up time.

Authorized drivers may change their reservation pick-up time up to one hour past the scheduled pick up time without penalty.

The penalty for a No-Show reservation is payment of a full day's rental rate to compensate for lost revenues due to the vehicle being unavailable for other drivers.

Emergency Weather Policy

The Emergency Weather Policy goes into effect in any area where the Governor has declared a weather emergency and in areas where state offices are closed. Reservations will automatically be cancelled at no charge when any one of the following weather-related emergencies is met:

- a) Drivers are scheduled to attend a meeting in an area that is closed.
- b) Drivers work in an area that is closed.
- c) Drivers are scheduled to pick up a vehicle in an area that is closed.

When an authorized driver does not wish to drive because of local weather conditions, but an official State of Emergency does not exist, that authorized driver must cancel their reservation. Upon request, the Fleet Administrator will review such cancellations to determine if late cancellation surcharges are warranted.

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Return of Fleet Services Pool Vehicles

All Fleet Services vehicles must be returned to the pick-up site at the motor pool of origin. Prior approval from Fleet Services must be obtained if a vehicle is to be returned to a site other than its origin.

The cost for returning a vehicle to a site other than its origin is \$125.00, payable by the authorized driver's Department/Agency.

If an authorized driver returns a vehicle during normal business hours, that driver must hand the keys back to the Key keeper. If an authorized driver returns after normal business hours, the driver must put the keys in the locked key box at the vehicle pick-up site.

Vehicles must be returned to the pick-up site no later than the confirmed, return date/time to ensure availability for the next reservation.

Rental Rates

Daily Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))

Short-term Rental Rates: See Fleet Services Rental Rates ([Policy VR-4](#))